



M I S S O U R I

Department of Labor and
Industrial Relations

ANNUAL REPORT
2 ■ 0 ■ 0 ■ 3

I am pleased to present the 2003 Missouri Department of Labor and Industrial Relations' Annual Report. The Department identified three key outcomes to focus on in 2003: reduce job related accidents, illnesses and fatalities, increase efficiency and customer satisfaction with department services and increase equal access to services and jobs. Department staff dedicated themselves throughout the year to achieving these outcomes and providing the highest standards of excellence.



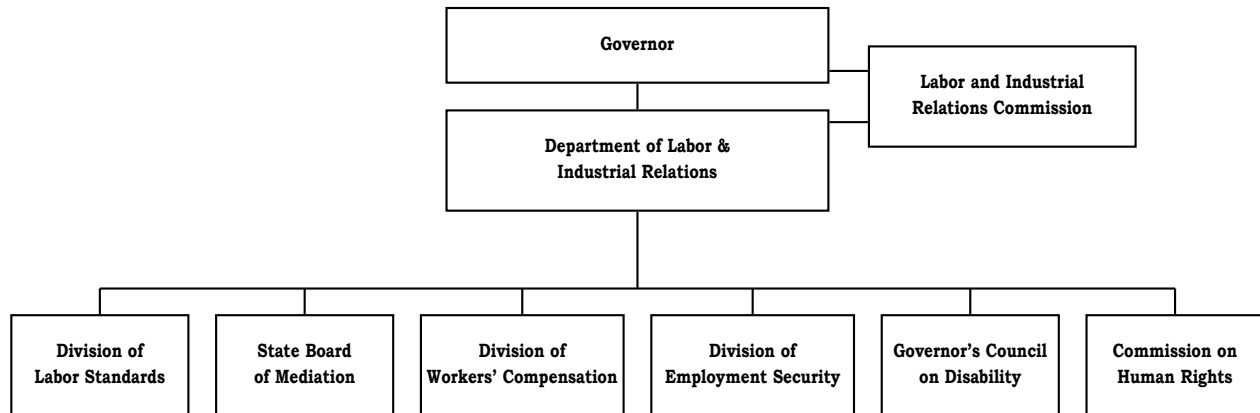
The Department offers various services and programs designed to protect the citizens of Missouri from gross negligence, fraud, hazardous workplaces, economic instability, civil rights violations and discrimination. These standards are administered through state and federal regulations. Department staff ensures employers and employees understand the laws by conducting informational seminars and outreach programs.

Over the past year, the Department has focused on performance measures that directly tie to our vision, mission and values. The following report provides a glimpse of the accomplishments and challenges the Department faced in 2003. We look forward to working with customers to improve services and exceed their expectations in the years ahead.

Catherine B. Leaphart

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The Omnibus State Reorganization Act of 1974 established the Missouri Department of Labor and Industrial (DOLIR). Agencies operating within the department are: Labor and Industrial Relations Commission, Division of Labor Standards, State Board of Mediation, Division of Workers' Compensation, Division of Employment Security, Governor's Council on Disability, the Missouri Commission on Human Rights, and Director and Staff Administration.



DOLIR is responsive to the workplace needs of employers and employees. Our goal is to provide employees with safe and healthy workplaces and ensure economic security for all Missourians by promoting equal access to jobs, enforcing anti-discrimination laws and awarding payment of compensation to those unemployed, injured at work and victims of crime.

DOLIR is responsible for administering programs that:

- Provide a financial safety net for workers to offset the loss of a job because of injury or layoff;
- Mediate and issue resolutions between certain management and labor groups;
- Regulate wages for public works and construction projects;
- Promote safe and healthy workplaces;
- Enforce Missouri's anti-discriminatory statutes in the areas of housing, employment and public accommodation;
- Promote equal access and full participation for all individuals with disabilities; and
- Investigate allegations of workers' compensation fraud and noncompliance.

Refer to pages 13 through 19 for a complete listing of all agencies and services offered within DOLIR.

VISION

Be the nationwide leader in providing the best working environment for all Missourians.

MISSION

Provide safe and healthy workplaces and ensure economic security for all Missourians.

VALUES

Leadership – Be the front runner in administering state and federal laws regarding employer and employee rights and responsibilities.

Partnerships – Collaborate with federal, state, and local partners and employees, other governmental agencies, communities and customers to provide the best environment for all who work in Missouri.

Accountability – Streamline programs and services to provide Missourians with exceptional service in the most cost-efficient manner.

Inventiveness – Provide the most innovative, creative and hassle-free services to Missouri citizens.

ENHANCING TECHNOLOGY

State Board of Mediation Decisions Now Available On Website

The State Board of Mediation conducts hearings to develop a full and complete factual record upon which the Board may base a meaningful report and recommendation. In 2003, the Board completed a project to provide all decisions on the Internet. Customers may now find decisions, rules, laws and petition forms regarding mediation and issue resolutions at www.dolir.mo.gov/sbm.

Electronic Docketing Notices Saves Time and Money

The Division of Workers' Compensation instituted a pilot project whereby docket notices are sent electronically to the parties to the case notifying them of when a proceeding is to be held. The Division piloted with one large insurance company and three attorney firms by sending docket notices electronically to determine the feasibility and cost effectiveness of electronic notice. The success of the pilot project encouraged the Division to put the electronic notice program into production at the end of fiscal year 2003. The Division mailed out over 689,000 docket notices in fiscal year 2003 and when the program is in full production, the Division estimates it will save over \$150,000 in annual costs. Besides reducing postage, printing and paper costs, the program will also increase processing time of notices, and eliminate returned and lost paper mail.

The efficiency of electronic transmission of required forms and notices gives the participant a more cost effective and consistent method to exchange communications.

Internet Option for Business Tax Reporting Is Under Way

In an effort to provide better service to its employer customers and improve operational efficiency, the Division of Employment Security applied for and received a \$500,000 grant from the United States

Department of Labor (USDOL) to build an Internet system for filing quarterly contribution and wage reports, submitting account changes and receiving account information.

Programming began for this project in July of 2003 and is to be completed in July of 2004. Missouri is among the first 10 states to offer Internet filing of contribution and wage reports.

CHANGES IN LEGISLATION AND RULES

Administrative Rule Encourages Direct Deposit of Unemployment Checks

To ensure full payment of unemployment insurance benefits are made when due and make the most efficient use of available resources, the Division of Employment Security promulgated an administrative rule regarding the mandatory direct deposit of unemployment benefits into claimants' accounts at financial institutions. This program requires each individual filing an initial claim for unemployment insurance benefits complete a direct deposit application form authorizing the Division to initiate direct deposits of their unemployment insurance benefit payments unless the claimant applies for a waiver from the program. The Division conducted a mass mailing to 96,995 claimants informing them of the program and explaining the benefits of direct deposit. Prior to the implementation of the rule, approximately 17 percent of unemployment benefit payments were made by direct deposit. Since May, the number had risen to nearly 52 percent, increasing timely payment of benefits.



Staff work diligently to open and process thousands of direct deposit information.

Legislation Passed Authorizes Payment To Tort Victims

The Missouri Tort Victims' Compensation Fund was established by legislation passed in 1987. Revenue into the Fund is generated by a portion of moneys paid as punitive damages in civil lawsuits in Missouri.

In 2001, the Missouri General Assembly enacted legislation authorizing claims to be made against the Fund, and giving the Division of Workers' Compensation the duty to evaluate those claims, as well as setting up criteria for the evaluation of those claims.

The purpose of the Fund is to help compensate people who have been injured due to the negligence or recklessness of another (such as in a motor vehicle collision or a hunting accident), and who have been unable to obtain full compensation because the party at fault (the "tortfeasor") had no insurance, or inadequate insurance, or filed for bankruptcy, or for other reasons specified in the law.

By fiscal year 2003, 409 claims were filed with the program for compensation benefits with 329 granted benefits.

Collection of Second Injury Fund Surcharges

In 2003, the Division of Workers' Compensation began collecting Second Injury Fund surcharge payments from self-insured employers. Nearly \$2 million in late surcharge payments have been collected. In addition, Workers' Compensation referred over 600 companies for non-reporting and/or payment, which lead to the collection of an additional \$850,000.

NEW OUTREACH EFFORTS

Commission on Human Rights partners with HUD to Reduce Housing Discrimination

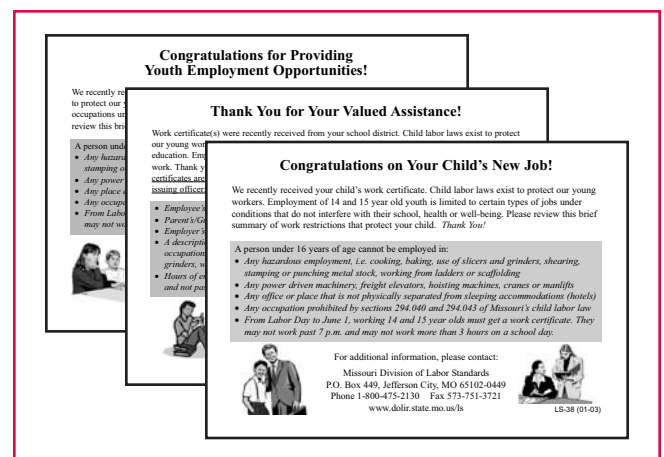
In April, the Missouri Commission on Human Rights partnered with the United States Department of Housing and Urban Development to conduct informational seminars during "Fair Housing

Month." These seminars provided information to Missourians concerning their rights and responsibilities regarding housing laws. Seminars were held in Columbia, Kansas City, Kennett and St. Louis. 141 Missourians attended these seminars.

New Outreach Approach for Youth Work Certificates

Under current Child Labor law, school superintendents or a designee must issue a work certificate to any child 14 or 15 year old before he/she may be employed during the regular school year.

In an effort to educate Missourians regarding Child Labor Law, the Division of Labor Standards sent postcards to parents, school officials and employers. Parents received a card letting them know what the proper hours and time of employment should be for their child, and types of prohibited occupations their children should not engage in. School officials received a card letting them know what types of work is acceptable to issue work certificates for and that the work should not interfere with the child's education. Employers received a card advising them of the proper hours of work, and what types of tasks children should not do at work.



Workers' Compensation Partners With Missouri Employers Mutual for WorkSafe Week

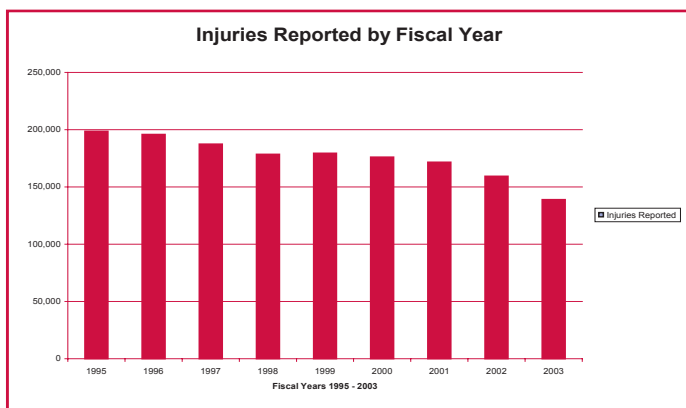
In June 2003, the Division of Workers' Compensation partnered with Missouri Employers Mutual and KIDS' CHANCE of Missouri to promote WorkSafe Week. Together, these organizations raised awareness of the staggering problem of workplace injuries.

GOAL: REDUCE JOB RELATED ACCIDENTS, ILLNESSES AND FATALITIES

Unsafe workplace practices endanger the health and safety of Missouri's workforce and can hinder the educational opportunities and development of working children.

DOLIR offers three safety and health programs: Missouri's Workers' Safety, On-Site Safety and Health Consultation and Mine and Cave Safety Training and Inspection. The programs are designed to educate employers and employees about their workplace rights and responsibilities by providing workplace consultations and conducting educational trainings and presentations to employers and insurance companies.

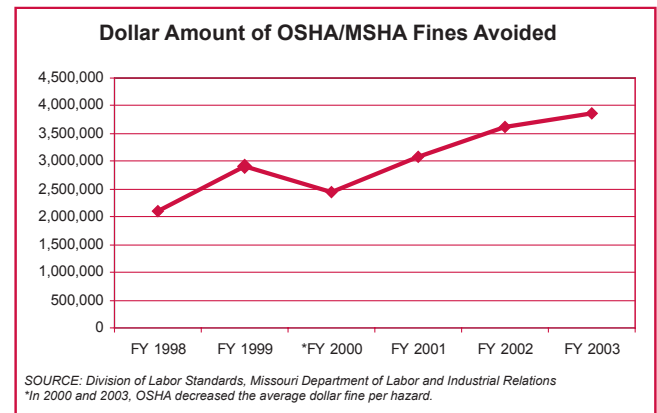
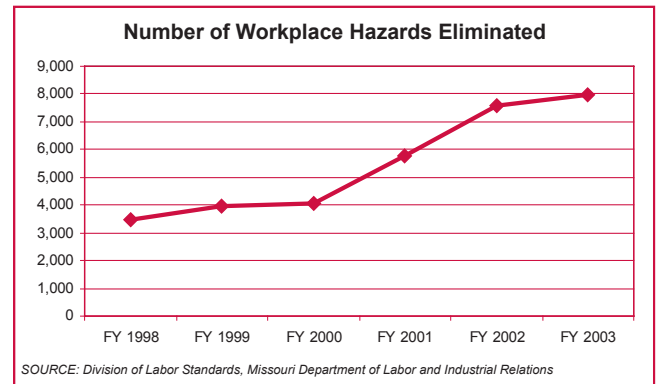
There has been a significant reduction in workplace accidents, illnesses and fatalities in Missouri since reformed workers' compensation legislation was enacted in 1993. Injuries have dropped from a record high of 198,619 in fiscal year 1995 to 141,844 in fiscal year 2003, a 29% decline over the period. Such declines in workplace injuries translate into lower costs to employers for lost wages and medical care for injured workers.



Workplace Safety

Missouri's workplaces became much safer in 2003 as a result of the safety programs offered through DOLIR. Nearly 8,000 workplace hazards were

eliminated. The identification and elimination of these workplace hazards resulted in \$3.86 million of potential Occupational and Safety Health Administration (OSHA) and Mine Safety Health Administration (MSHA) fines and penalties being avoided by Missouri small business employers and mine owners.



In 2003, DOLIR's Mine Safety Section developed and presented a "Train the Trainer" educational series to educate mine safety and health personnel in the proper training techniques and topics for their miners. These training sessions allowed DOLIR to



reach far more miners in providing safety and health training than if internal trainers provided the training solely by themselves.

This helps keep miners safe, and the mine owners from experiencing increased accidents and injuries in their workplaces.

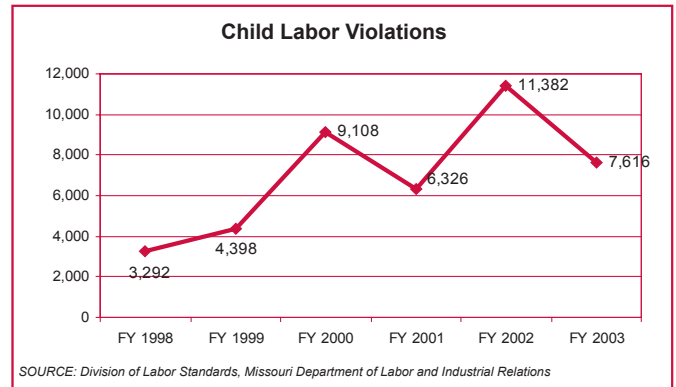
Also this year, DOLIR's On-Site Safety and Health Consultation Program targeted consultations and education to employers in specific high hazard industries. These included, but are not limited to: construction, nursing homes, logging, meat processing and shipbuilding.



These groups were invited to volunteer for the Consultation Program. With this approach, the Program assisted employers in these high hazard industries in reducing their accident and illness rates, which results in the reduction of possible fines during an OSHA compliance visit.

Youth in the Workplace

Each year, many youth under the age of 18 are injured on the job. Last year, nearly 1,800 of Missouri's youth were injured seriously enough to file a workers' compensation claim. Since fiscal year 1998, over 42,000 child labor violations have been found.



Nearly 3,500 youth ages 14 and 15 were assisted in being employed in safe and healthy workplaces. DOLIR investigated and resolved over 7,600 violations of Missouri's Child Labor Law in fiscal year 2003. Correction of violations leads to more youth working in safe and healthy workplaces and provides for better achievement of educational goals.

GOAL: INCREASE EFFICIENCY AND CUSTOMER SATISFACTION WITH DOLIR SERVICES

ACCURATE AND TIMELY REPORTING

Filing of Work Related Injuries

Approximately 142,000 workers' compensation injuries were reported in fiscal year 2003. Providing prompt and equitable resolution of these cases requires that each case have accurate and complete information and that the information is received in a timely manner.

DOLIR has implemented Electronic Data Interchange (EDI) as a method to increase the timeliness and accuracy of work related injuries. Since last year, DOLIR doubled the participation of insurance companies and self-insured employers filing through the EDI. In fiscal year 2003, 65 percent or 95,925 of all work related injuries were filed through EDI. This is nearly a 10 percent increase over last year.

Collection of Unemployment Insurance (UI) Contributions (taxes)

Ensuring employers accurately classify their workers, report workers' wages and pay the correct amount of unemployment taxes (contributions) on a timely basis contributes to accurate and timely wage reporting.

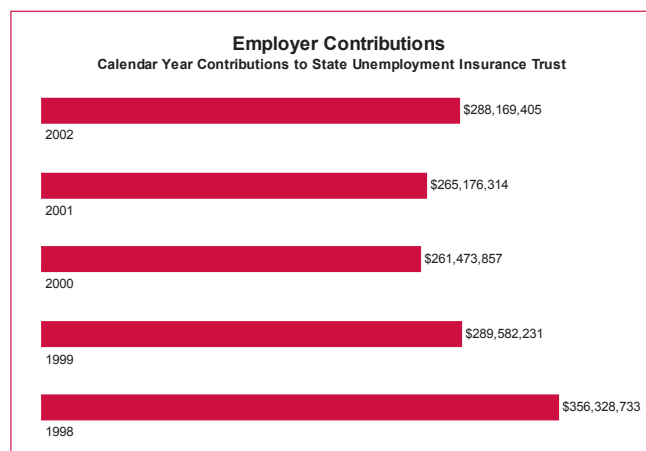
During fiscal year 2003, there was a slight increase in the number of liable employers in the state from 129,686 in fiscal year 2002 to 130,558 in fiscal year 2003. Over 16,000 new employer accounts were established, over 12,000 were inactivated and over 4,500 were transferred. Employers reported approximately 3.2 million employees each quarter. Just over \$301 million in contributions were collected from the state's liable employers, in addition to the collection of over \$38 million from other employers such as reimbursable employers, US government employees and others.

DOLIR is currently developing an Internet option for employers to file contribution wage reports and make

payments of contributions. Programming began in July 2003 and implementation is scheduled for July 2004. This new alternative will increase the timeliness and accuracy of wage reporting.

Another important function for increasing efficiency is the collection of delinquent employer accounts. In 2003, \$39,637,434 was actively collected in delinquent employer accounts. A total of \$13,239,379 in interest earnings was timely credited to the Unemployment Compensation Trust Fund from the United States Treasury. Nearly 100 percent (99.68) of all contributions were deposited within three days of receipt. In addition, a program to follow-up with employers was initiated to ensure quarterly contribution and wage reports are timely filed. This program has helped contribute to a 53 percent reduction in delinquent reports during fiscal year 2003.

Compliance audits of active contributory employers are performed regularly to ensure employers are accurately reporting workers' earnings. While the federal performance guidelines for tax compliance audits are set at two percent, DOLIR staff has exceeded this standard by nearly 1 percent. In fiscal year 2003, 3,705 audits of active employers were conducted, or 2.9 percent of the state's active, contributory employers.



Timely Payment of Benefits

The prompt payment of UI benefits to eligible claimants is a primary objective for DOLIR. In fiscal year 2003, 85.2 percent of first benefit payments were made within 14 days of the end of the first compensable week.

UI Wages and Benefits

Calendar Year	Average Weekly Wage	Average Weekly Benefit
1999	\$ 571.39	\$ 168.82
2000	\$ 598.95	\$ 180.86
2001	\$ 618.04	\$ 195.05
2002	\$ 626.40	\$ 199.94

As a result of the downturn in the economy, the number of initial, renewed and reopened claims experienced an increase of 23,214 over the last fiscal year. This represents an increase of 4.96 percent. Of those workers filing a claim, 79.3 percent met the earnings requirements to establish monetary eligibility. Most claimants can file their weekly claims, without the cost of postage, either by telephone using the Interactive Voice Response (IVR) system or by computer utilizing the UI Claims Filing System. In fiscal year 2003, 3,661,606 weekly claims were filed resulting in a total of \$722,342,653 being paid in unemployment benefits.

In addition, last year the U.S. Congress passed legislation providing an additional 13 weeks of unemployment benefits to claimants who had exhausted all other compensation. This program, referred to as Temporary Extended Unemployment Compensation (TEUC), was subsequently expanded to provide an additional 26 weeks of benefits to airline related claimants. During the 2003 fiscal year, 67,658 initial, renewed & reopened claims for this program were processed, resulting in benefit payments totaling \$123,583,224.

Review of UI Benefits Claims

The claimants who meet the earnings requirements for a UI benefits claim are subject to non-monetary provisions of the law relating to job separation and eligibility criteria while claiming unemployment benefits. Job separations for reasons other than a lack of work (quits, discharges, etc.) or refusals of suitable work will raise an issue that must be examined for potentially disqualifying information.

In fiscal year 2003, 322,758 determinations were issued. The claimant was disqualified or denied benefits for one or more weeks in 63.9 percent of the cases requiring investigation.

A goal for DOLIR is to make claims taking more efficient for staff and more accessible for claimants. By using the telephone or utilizing the Internet option to file unemployment claims, claimants no longer have to drive many miles to an office to file a claim and potentially wait for a long period of time before being served by a staff member. In fiscal year 2003, nearly 400,000 calls were answered relating to the filing of an initial unemployment claim. During the same time, the Claims Centers answered an additional 649,453 informational calls. This brings the total number of calls answered to 1,047,203.

Unemployment Insurance Claims and Benefits

Calendar Year	First Payments	Weeks Compensated	Benefits Paid (\$000)	Average Weekly Benefit	Average Duration (Weeks)	Exhaustion Rate	Reserves Dec. 31 (\$000)
1999	132,144	1,725,419	291,236	\$168.82	13.6	26.3%	509,780
2000	137,426	1,800,952	325,707	\$180.86	13.6	26.9%	459,192
2001	174,153	2,441,813	476,282	\$195.05	14.0	30.4%	262,830
2002	185,414	2,897,341	579,282	\$199.94	15.6	40.4%	124,630

Unemployment Insurance Appeals

The UI appeals program provides due process hearings for all appeals arising under UI benefit entitlement and tax liability, as well as other special programs. In fiscal year 2003, 38,684 appeals cases were filed. Nearly 35,000 appeals cases were docketed, which is a 28 percent increase over last year.

Highest Administrative Appeals

The Labor and Industrial Relations Commission hear appeals of unemployment insurance, workers' compensation, prevailing wage and victims' of crime. In fiscal year 2003, 429 workers' compensation cases and 4,070 unemployment insurance appeals were received for review. As a result of weak economic times, the number of unemployment insurance appeals increased by 30 percent.

GOAL: INCREASE EQUAL ACCESS TO SERVICES AND JOBS

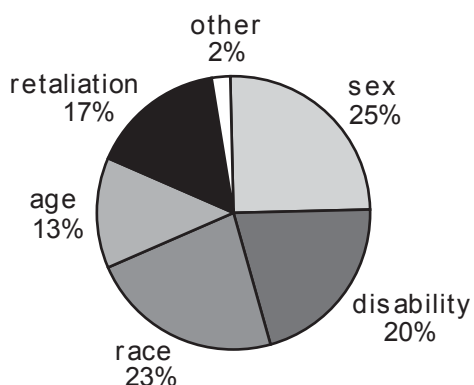
Two agencies operating within DOLIR are committed to diversifying Missouri's workforce to reflect the diversity of Missouri's citizens, enforcing anti-discrimination laws and promoting equal access to services, housing and jobs. These programs provide education and outreach regarding rights and responsibilities under the Missouri Human Rights Act and the Americans with Disabilities Act (ADA).

DOLIR follows a proactive approach to diversity, by developing a well-designed education and outreach program geared to employees, employers, businesses, housing providers, tenants and schools. In fiscal year 2003, nearly 150 training sessions were conducted and over 5,000 people received training in the following areas: sexual harassment prevention, cultural sensitivity, disability awareness and age discrimination. In addition, over 30 custom presentations were conducted regarding disability rights and responsibilities under the ADA.

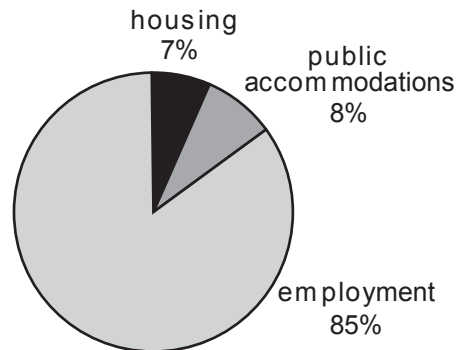
In fiscal year 2003, over 15,000 inquire about filing a discrimination complaint was filed. During the same period, 1,969 complaints were filed, 1,867 complaints were closed and nearly \$636,706 has been received in settlements for claimants. Case processing time for investigations currently average 204 days on 90 percent of the cases.

The following charts show a percentage breakdown of the types of cases received and the decisions issued by the Commission for fiscal year 2003.

**Types of Discrimination Cases
Filed in Fiscal Year 2003**



Work Load Breakdown FY03



Other programs offered within DOLIR provide assistive technology for Missourians with disabilities through:

- **Telecommunications Access Program (TAP)** – provides basic voice telephone calling (both sending and receiving) and telephone alerting devices and basic access to the Internet and e-mail in the home for individuals with disabilities. In fiscal year 2003, 7,637 telephone and 1,008 Internet devices were provided.



- **Equipment Technology Consortium (ETC)** – short-term assistive technology equipment loan program for school districts and agencies. In fiscal year 2003, 1,265 devices were loaned, a 11 percent increase from last year.
- **Show-Me Loans** – low-Interest loans to eligible persons with disabilities to purchase assistive technology. Just over \$61,000 was loaned in fiscal year 2003.
- **Special Education Reimbursement** – designed to assist school districts in covering the costs of

assuring students have the assistive technology they need in order to receive a free and appropriate education.



DOLIR was honored with the Silver Award for excellence in procurement. State agencies are recognized for their progress in diversifying the contract opportunities in Missouri state government. To qualify for the award, DOLIR completed superior internal procurement procedures and maintained an exceptional training program for employees. In fiscal year 2003, DOLIR spent nearly 20 percent of agency purchases with minority and 6 percent with women owned businesses.

DOLIR also received the Bronze Award for excellence in employment. State agencies are recognized for their progress in diversifying the workforce in Missouri state government. To qualify for the award, DOLIR completed superior internal employment procedures in the recruitment and retention of minorities and women in the workforce.

Diversity in Procurement and Employment

DOLIR received two Governor's Torch of Excellence Awards in 2003 for its leadership and exemplary efforts in the area of diversity in procurement and employment.

LABOR AND INDUSTRIAL RELATIONS COMMISSION

3315 West Truman Boulevard

P.O. Box 599

Jefferson City, MO 65102-0599

Telephone: 573-751-2461

Fax: 573-751-7806

Home Page: www.dolir.mo.gov/lirc

The Labor and Industrial Relations Commission is composed of three members. Each commissioner is appointed to staggered six-year terms by the governor with the advice and consent of the Senate. One member of the commission, a licensed Missouri attorney, who is qualified by reason of previous activities and interests, shall represent the public. Another member shall be classified as a representative of the employer and the remaining member shall be classified as representative of the employee. The governor designates a member of the commission as chair. Historically, the representative of the public has been designated and confirmed as chair of the commission. The present designee as chair is also the public member designee of the commission.

The commission hears all appeals from decision and awards in workers' compensation, unemployment compensation, prevailing wage, victims' of crime compensation and tort victim compensation cases at the highest administrative level. In connection with these appellate duties, the commission holds hearings and renders written opinions pursuant to the provisions of the Missouri Administrative Procedures Act. These opinions, in turn, are subject to review by the Missouri Supreme Court, and courts of lesser jurisdiction. In addition, the commission is charged with the statutory authority to approve or disapprove all rules or regulations promulgated by the divisions within the department.

The commission nominates and the governor appoints, subject to the advice and consent of the Senate, a director of the Department of Labor and Industrial Relations to be chief administrative officer.

DIVISION OF LABOR STANDARDS

3315 West Truman Boulevard

P.O. Box 449

Jefferson City, MO 65102-0449

Telephone: 573-751-3403

Fax: 573-751-3721

Home Page: www.dolir.mo.gov/lr

The Missouri Division of Labor Standards provides information about workplace issues and enforces certain labor laws within the state. The Division can provide information about worker safety and health, mine safety, complying with laws about child labor, prevailing wage, minimum wage, overtime and dismissal rights, as well as many other general workplace issues.

The Division of Labor Standards Consists of Three Sections:

1. Wage and Hour Section
2. On-Site Safety and Health Consultation Program
3. Mine and Cave Safety and Health Program

Labor Standards' Wage and Hour Section helps Missourians get correct information regarding wages, work hours, vacations, lunches, hiring and more. Employers and employees are provided information on their workplace rights and responsibilities.

The Wage and Hour Section also administers Missouri's Child Labor and Prevailing Wage laws. They help employers ensure children's safety, health, morals, educational processes and general well being. In addition, the Division is responsible for compiling wage surveys and conducts wage investigations to ensure the prevailing wage law is followed.

The Division's On-Site Safety and Health Consultation and Mine and Cave Safety programs strive to reduce work-related injuries, illnesses and fatalities by educating and training employers and employees on workplace safety and health issues. The Division performs consultations and inspections of work sites, during which division employees identify job hazards and offer recommendations for hazard correction and elimination. The Division's programs help Missouri's children, employers and employees participate in healthful and profitable working and educational experiences. The On-Site Safety and Health Consultation Program provides no-cost, on-site safety and health consultations with no penalties or fines for Missouri employers with up to 250 employees.

STATE BOARD OF MEDIATION

3315 West Truman Boulevard

P.O. Box 591

Jefferson City, MO 65102-0591

Telephone: 573-751-3614

Fax: 573-751-0215

Home page: www.dolir.mo.gov/sbm

The State Board of Mediation is a five-member panel directly administering the Public Sector Labor Law, which covers many public employees who seek union representation.

Under the law, public bodies or their designated representatives meet and discuss proposals of employment with a labor or employee organization, which is their exclusive bargaining representative.

The Board primarily determines an appropriate bargaining unit of employees based on whether or not they share interests. Also, it determines majority representative status by conducting a secret ballot election.

Other functions of the Board include assisting with questions concerning public employee bargaining and providing services in establishing labor management committees within public bodies.

During fiscal year 2003, 44 petitions were received. The vast majority of petitions received involved requests for representation elections or clarification of existing bargaining units.

DIVISION OF WORKERS' COMPENSATION

3315 West Truman Boulevard

P.O. Box 58

Jefferson City, MO 65102-0058

Telephone: 573-751-4231

Fax: 573-751-2012

Home page: www.dolir.mo.gov/wc

The Division of Workers' Compensation works with employers and employees regarding workplace injuries and illnesses. Many Missouri employers are required by law to carry workers' compensation insurance for employees. Workers' compensation insurance provides financial assistance to workers injured on the job. The Division helps ensure that those injured workers receive appropriate medical treatment and payment of compensation for lost wages.

The Division also provides prompt and equitable resolution of disputes in cases of work-related injuries and occupational diseases. Mediation services are provided to help employers and employees resolve disputes about medical treatment and lost wages. This helps prevent costly depositions or formal hearings.

To ensure compliance with workers' compensation laws, the Fraud and Noncompliance Unit conducts confidential investigations of all allegations of workers' comp fraud and noncompliance on the part of employees, healthcare providers and employers, including situations when an employer fails to carry required workers' compensation insurance (noncompliance). If fraud or noncompliance is evident, the case is referred to the Office of the Attorney General.

The Division of Workers' Compensation also assists victims of violent crimes who have suffered physical injury as a result of a crime. Dependents of deceased crime victims also receive benefits.

DIVISION OF EMPLOYMENT SECURITY

421 East Dunklin Street

P.O. Box 59

Jefferson City, MO 65104-0059

Telephone: 573-751-3215

Fax: 573-751-4554

Home page: www.dolir.mo.gov/es

Unemployment Insurance programs provide partial protection for workers against loss of wages during periods of involuntary unemployment. The benefits paid to insured workers bolster the economy of the state during periods of economic recession by helping maintain the level of consumer purchasing power.

The Division of Employment Security provides payment of unemployment insurance benefits to workers who become unemployed through no fault of their own. Eligible individuals may qualify for up to 26 weeks of unemployment compensation. One goal of the Division is to promptly supply payments of unemployment benefits to eligible claimants. Individuals may file claims by telephone or via the Internet.

Payment of benefits under the regular program are made from a trust fund supported by contributions from employers and payments by certain governmental and nonprofit employers who reimburse in lieu of paying contributions. No part of the contribution is deducted from a worker's wages.

The Division also collects contributions paid by Missouri employers for the payment of weekly unemployment benefits to qualified claimants. Employment Security ensures that employers are reporting their workers' wages and paying the correct contributions on those wages.

An independent appeals tribunal hears and decides appeals arising from determinations made by Division of Employment Security deputies in unemployment benefits cases. Referees conduct hearings and issue written decisions in regular unemployment insurance benefit appeals, appeals involving the tax liability of an employer and other, special unemployment insurance programs.

GOVERNOR'S COUNCIL ON DISABILITY

3315 West Truman Boulevard

P.O. Box 1668

Jefferson City, MO 65102-1668

Telephone: 573-751-2600

Fax: 573-526-4109

Toll-free: 800-647-8557

Home page: www.dolir.mo.gov/gcd

The Governor's Council on Disability focuses on creating a climate in which all Missourians with and without disabilities have equal access to employment opportunities.

The Council promotes the full participation of the nearly 1 million Missourians with disabilities in all aspects of community life by educating employers and employees of their rights and responsibilities under the Americans with Disabilities Act. Council staff also conducts educational seminars and on-site training programs, and presents an annual conference on disability issues.

The council also publishes a newsletter, a resource directory and informational brochures on topics relating to people with disabilities, including information about compliance with the Americans with Disabilities Act and how to use assistive technology to maximize the productivity of people with disabilities.

The Council offers assistance to other state agencies for compliance with all laws regarding persons with disabilities. It maintains communication with disability advocates and service providers to disseminate information and receive feedback on problems affecting people with disabilities in order to recommend policy improvements. The Council aims to promote positive images and protect persons with disabilities through equal access to services and employment opportunities.

COMMISSION ON HUMAN RIGHTS

3315 West Truman Boulevard

P.O. Box 1129

Jefferson City, MO 65102-1129

Telephone: 573-751-3325

Fax: 573-751-2905

Home page: www.dolir.mo.gov/sbm

The 11-member Commission provides equitable and timely resolutions of discrimination claims through enforcement of the Missouri Human Rights Act. It develops, recommends and implements ways to prevent and eliminate discrimination in the workplace, public accommodations and housing. Discrimination can be based on race, color, religion, national origin, ancestry, sex, physical/mental disability, age and familial status.

Any person has the right to file a written complaint of unlawful discrimination with the Commission on Human Rights. The Commission reviews and investigates the complaint and makes a determination whether there is probable cause to believe discrimination has occurred. If discrimination is found, conciliation is attempted. If the complaint is not resolved in conciliation, a public hearing may take place to adjudicate the matter.

The Commission also offers training to public and private employers, organized groups, school districts and housing providers on topics such as sexual harassment prevention, cultural sensitivity, disability sensitivity and fair housing information.

FISCAL YEAR 2003

<i>Division</i>	<i>Total Appropriation</i>
Director and Staff.	\$ 18,345,521.00
Labor and Industrial Relations Commission	\$ 893,093.00
Division of Employment Security.	\$ 49,701,553.00
Division of Labor Standards.	\$ 3,064,707.00
Division of Workers' Compensation	\$ 74,014,714.00
Governor's Council on Disability.	\$ 4,667,032.00
Missouri Commission on Human Rights	\$ 1,971,663.00
State Board of Mediation	\$ 138,750.00
Total	\$ 152,797,033.00



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